

Last December, ADTF had a full retrospect of the activities we had in 2022. And there were challenges or areas of improvement identified during the discussion. There were 2 most identified challenge and first of them was the application of knowledge or topics being shared by ADTF to the work we do in AML FI. This is due to the implementation of NVO wide topics, i.e. Inclusive and Higher Purpose theme to AML FI, where case investigation is our main task. Suggestions that arise during the retrospect are choosing topics that are most applicable to AML FI.

I am a firm believer that topics about developing one's soft skills is highly important. Unlike technical skills or hard skills; soft skills are interpersonal and behavioral skills that help an individual to work well with other people and develop their career. And in an ideal world, soft skills are applicable across LOBs and to any profession. In fact, According to a recent Indeed (world's #1 job listing website) survey wherein 1,000 hiring managers were asked to list the attributes that are common to the top performers of their company, there were 5 attributes that made it to the top, namely:

1. Problem solving
2. Effective communication skills
3. Self-direction
4. Drive
5. Adaptability/flexibility

Now, if we want to attain these traits a.k.a soft skills, one way to do this is through associate development programs. These programs can help our associates reach their full potential, which will in turn, lead them to become more productive members of the team. The benefits we'd want to get from the programs are increased in morale, reduced turnover rates and more engaged employees who don't feel like they are not getting the guidance or skills necessary to succeed in their roles.

To help ensure that our ADTF programs are successful, here are some recommendations, but mind you, some of these are already being done by ADTF, so we can just continue doing it:

- Consider making personalized learning paths to create more engaging and relevant experience
- Create opportunities for investigators to share their learnings with one another through collaboration tools such as Zoom breakout rooms or Google jamboard
- Use gamification (point scoring, game rules, competition with colleagues, etc.) to make learning more fun and engaging while promoting teamwork, collaboration, and social interaction.
- Offer rewards or recognition programs that merit the development of key skills to not only retain top performers but also to help other staff members improve their performance.
- Keep the sessions short by using bite-sized learning that is both fast and effective.
- Make it interactive with multimedia content, quizzes, exercises, etc. These tools help keep associates engaged while also measuring their progress towards achieving the goal of the session or program.

I mentioned earlier that there were 2 identified challenges. Let's proceed to the second which is also the last.

That is The goal of ADTF, or lack thereof. We realized that we really didn't have a goal or a framework to start with.

There are many benefits to having a defined set of goals for a group, as this would serve as a guide or framework for the activities we'd want to implement, so here are a few major ones we'd want to consider:

- **A clear focus:** When we communicate understandable associate development goals to associates, we will see that tasks are completed with a clear focus and a sense of where everyone is headed developmentally. This defined path will list priorities, while also letting them know when they should approach tasks, how much time they should allow for them, and the frequency with which to delegate these tasks.
- **Greater productivity:** Associates who feel empowered and understand their career path will be more productive in their jobs since they know what is expected.
- **Better work ethic:** Setting personal development goals for yourself often leads to you approaching tasks with commitment. Our vision of achieving said goals should also be the motivation behind attempting each assignment you undertake.
- **Better workplace relationships:** A commitment to personal development goals often elevates relationships with your coworkers. That's because the value of good relationships with others comes to the forefront as you work to improve yourself.
- **Increased engagement:** This is where associates experience a deep emotional bond to the company and

its mission statement. This can be difficult to create since it requires an understanding of your staff (ADTF) members' passions and structuring any relevant AML-FI program to meet them. However, with increased engagement, you'll generally see that associates who are engaged with their work and the company will be more productive.

Just like any organization or group, one of the most critical aspects is ensuring that it has clear goals. This way, we would know what we are working towards and we can track our progress. This will also give us an idea of the specific skills we need to focus on with our fellow investigators.